

10
10 2 3 4 5 6 7 8 9 10
10 2 3 4 5 6 7 8 9 10

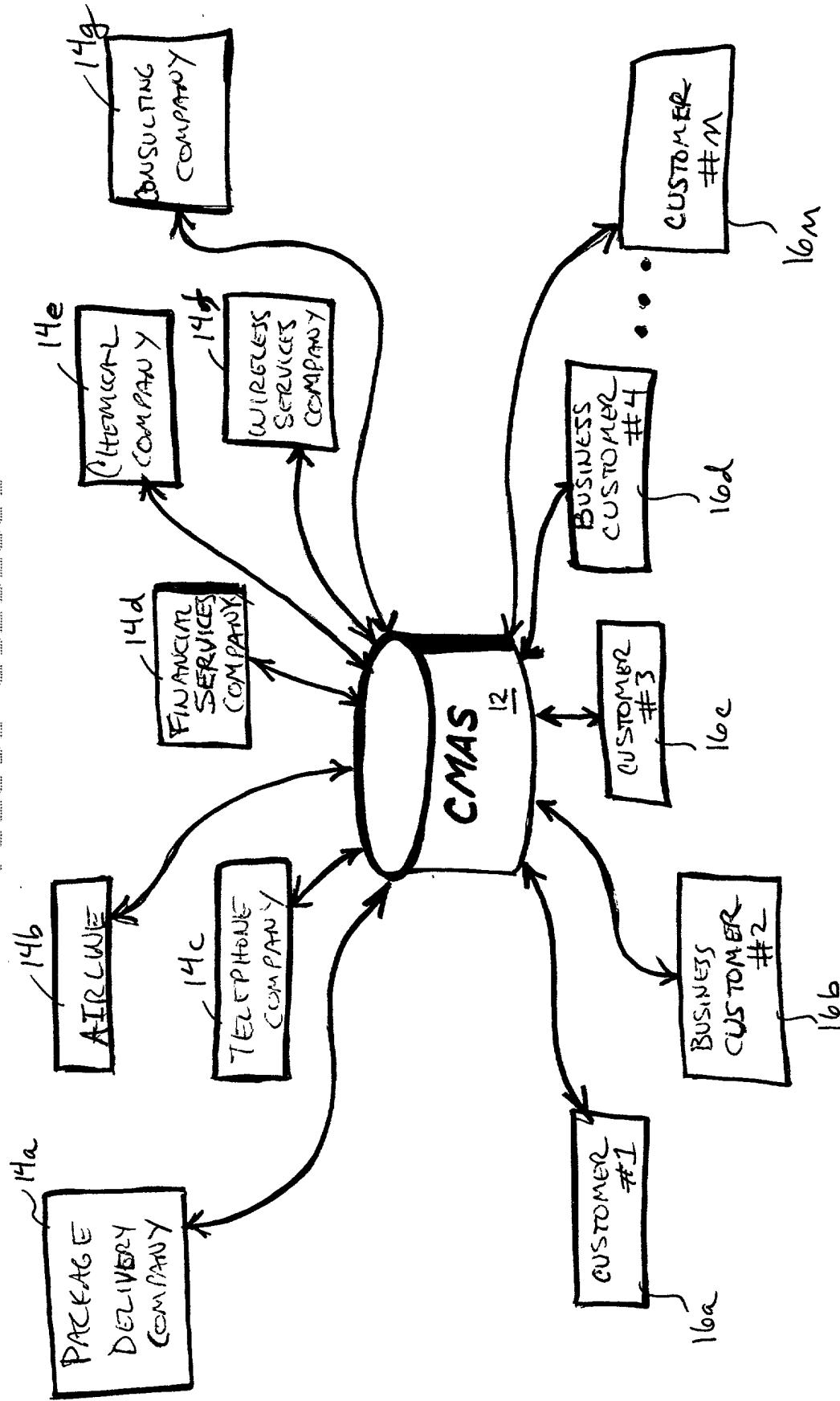


FIG. 1

Customer Messaging & Alerting Service

Welcome Marc Smith

Current Contact Information

20a

Business Phone Number	(678) 657-7777
AOL Instant Messenger ID	marcsmith
Yahoo Instant Messenger ID	marcsmith
MSN Instant Messenger ID	marcsmith
Text Pager	40...570728@page nextel.com
Mobile Phone Number	(404)557-

20b

20c

20d

20e

20f

SAVE CANCEL

Done

FIG. 2A

Customer Messaging & Alerting Service

Welcome Marc Smith

My Accounts

22

Provider	Account Number	Password	Alert Preference Stream
1. Delta Airlines	2028481188		Business Alerts
2. Schwab	42080020		Personal Alerts
3. United Airlines	13428582		Business Alerts
4. Eastman Chemical	9254258321		Business Alerts
5. DuPont	2425828652		Business Alerts
6. Dow	98348273		Business Alerts

Save Cancel

FIG. 2B

Customer Messaging & Alerting Service

Contact Preferences Stream Name: Business Alerts

Notification Method	Require Confirmation?
24a	<input type="radio"/> Yes <input type="radio"/> No
24b	<input type="radio"/> Yes <input type="radio"/> No
24c	<input type="radio"/> Yes <input type="radio"/> No
1. AOL Instant Messenger	<input type="radio"/> Yes <input type="radio"/> No
2. Text Pager	<input type="radio"/> Yes <input type="radio"/> No
3. Mobile Phone	<input type="radio"/> Yes <input type="radio"/> No
4. []	<input type="radio"/> Yes <input type="radio"/> No
5. []	<input type="radio"/> Yes <input type="radio"/> No

SAVE CANCEL

http://63.79.101.53/AMAS/MyPreferences.asp

FIG. 2C

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Component	Feature	Example
Contact Profile	Information	Phone information, IM information, Pager information
Contact Preference	Mode of Contact	How the customer wants to be contacted
Contact Preference	Time of Contact	When the customer wants to be contacted
Contact Preference	Hours of the Day	What particular time is preferred
Contact Preference	Time Zone	EST, PST, GMT
Account	Provider	AIRLINE, PACKAGE DELIVERY CO., FINANCIAL SERVICES CO.
Other Preference	Personalization	Where can I personalize the service
Other Preference	Activity	Business Event, Personal Alerts
Other Preference	Language	Language preference
Service Preference	Definition	Selecting AOL/Yahoo IDs, Passwords
Service Preference	Company Selection	Entering information for VARIOUS ACCOUNT NOS.

FIG. 2D

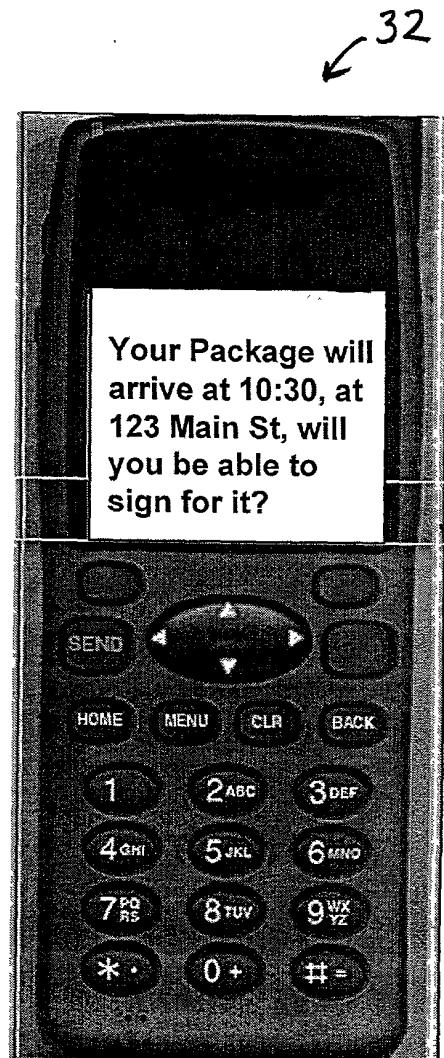
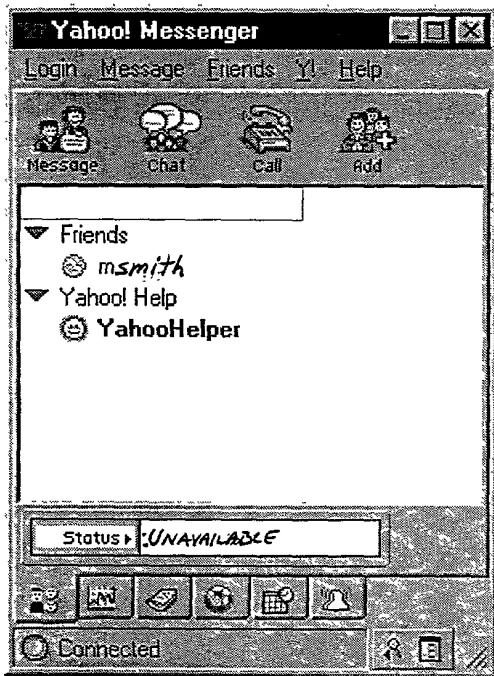


FIG.3

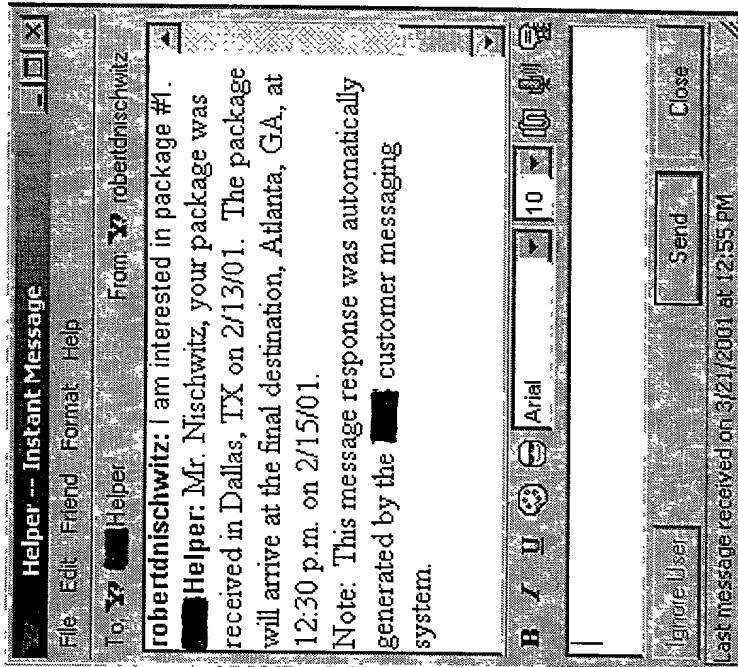


FIG. 4B

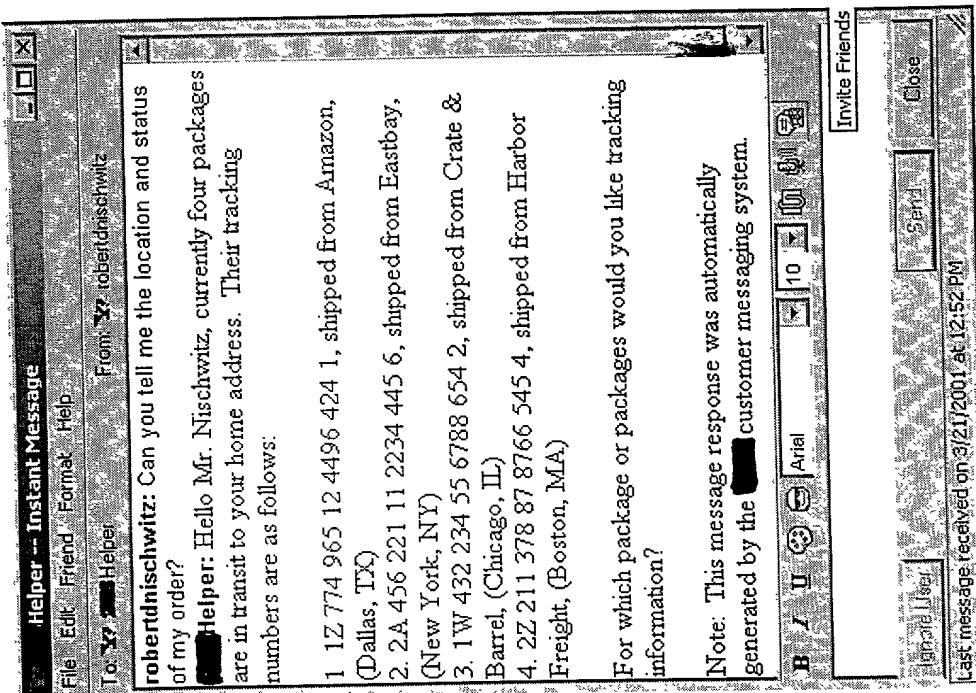


FIG. 4A

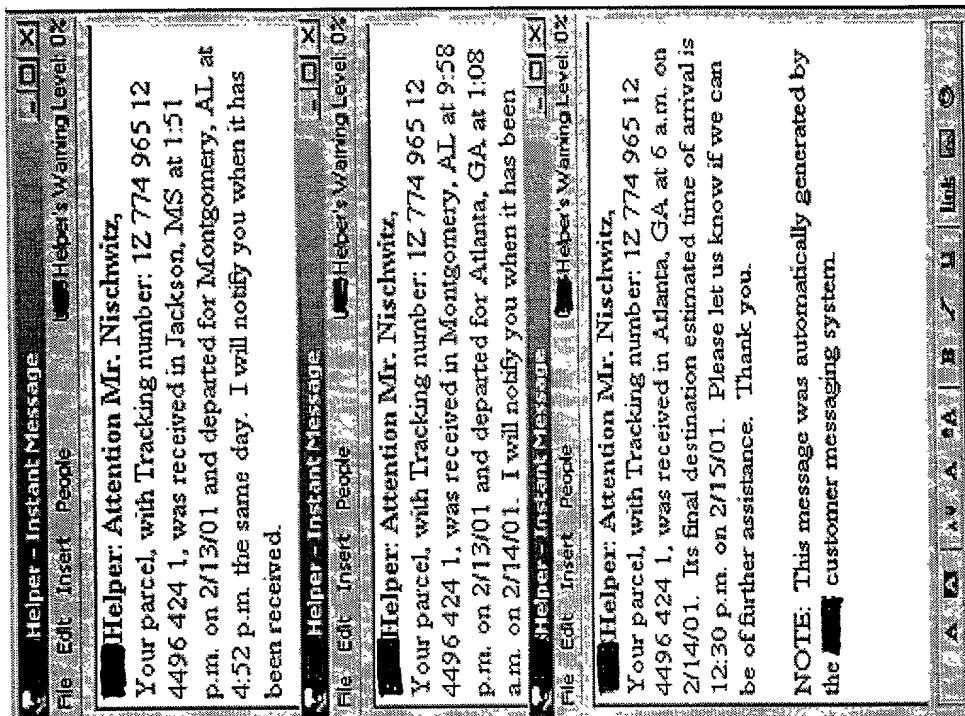
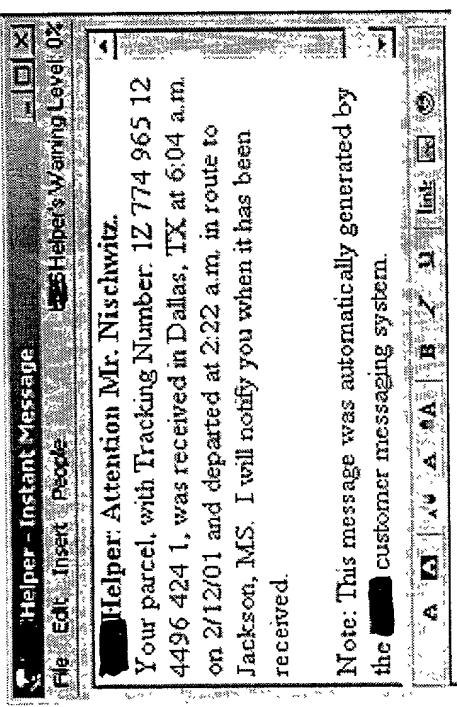


FIG. 4C

FIG. 4D

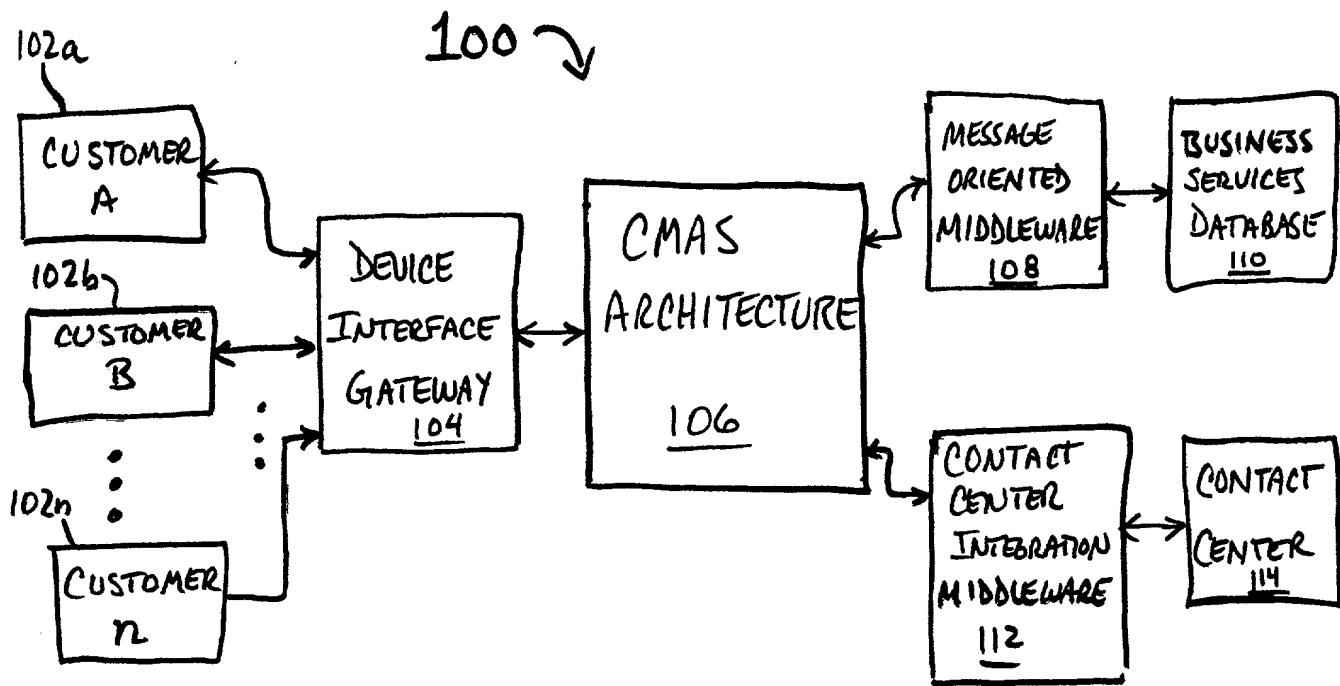


FIG. 5A

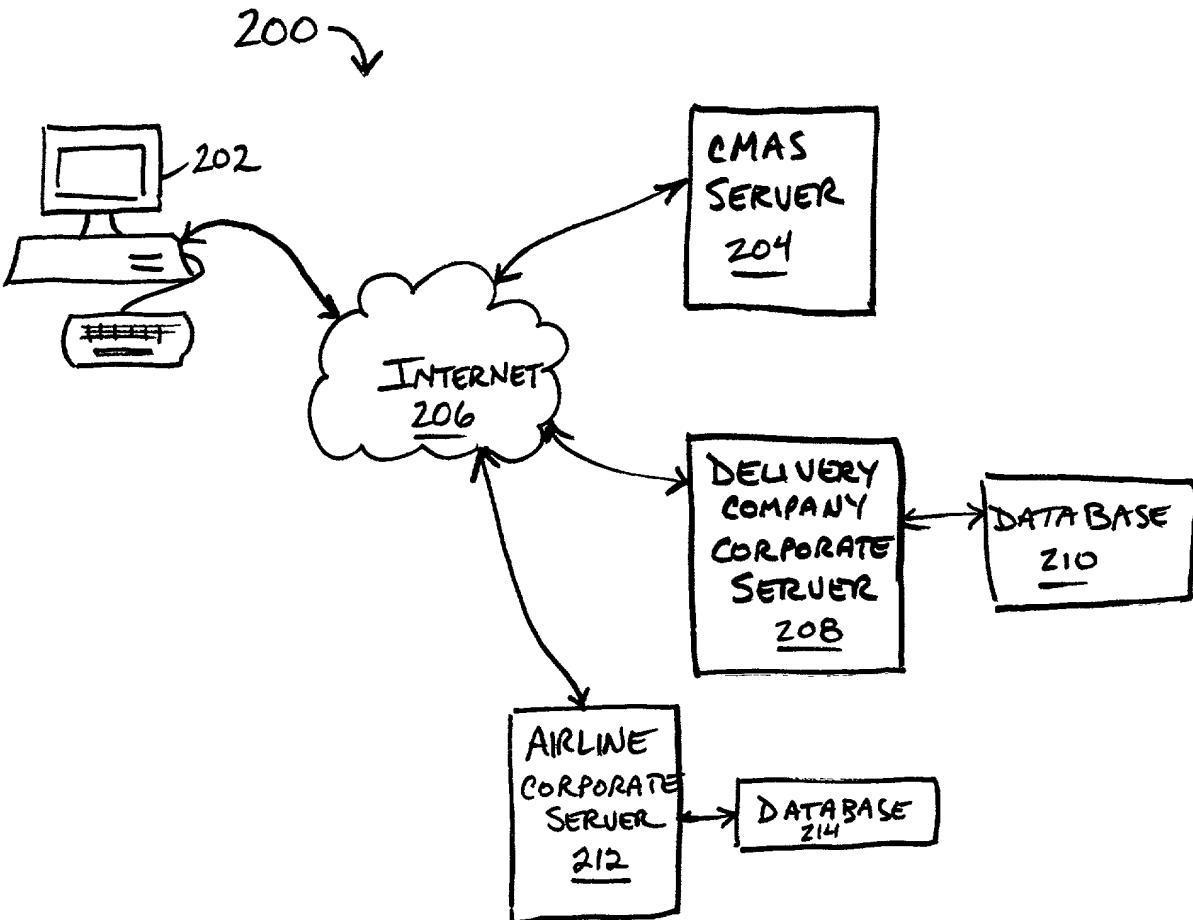
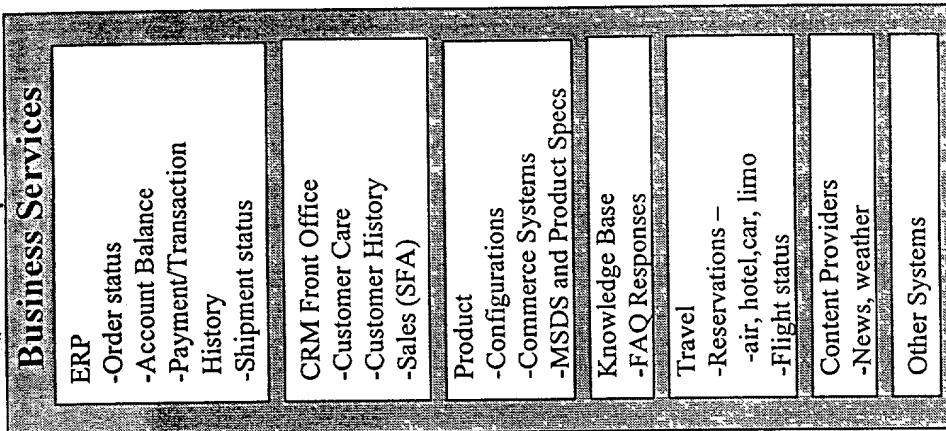


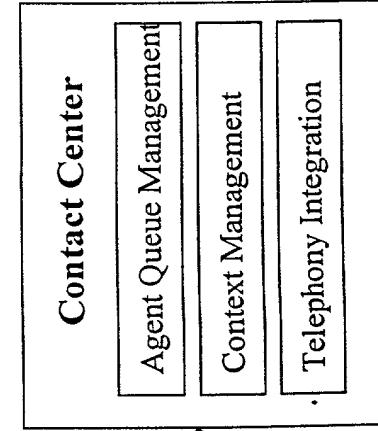
FIG. 6A

110



108

MESSAGE ORIENTED MIDDLEWARE



114

CONTACT CENTER MIDDLEWARE

109

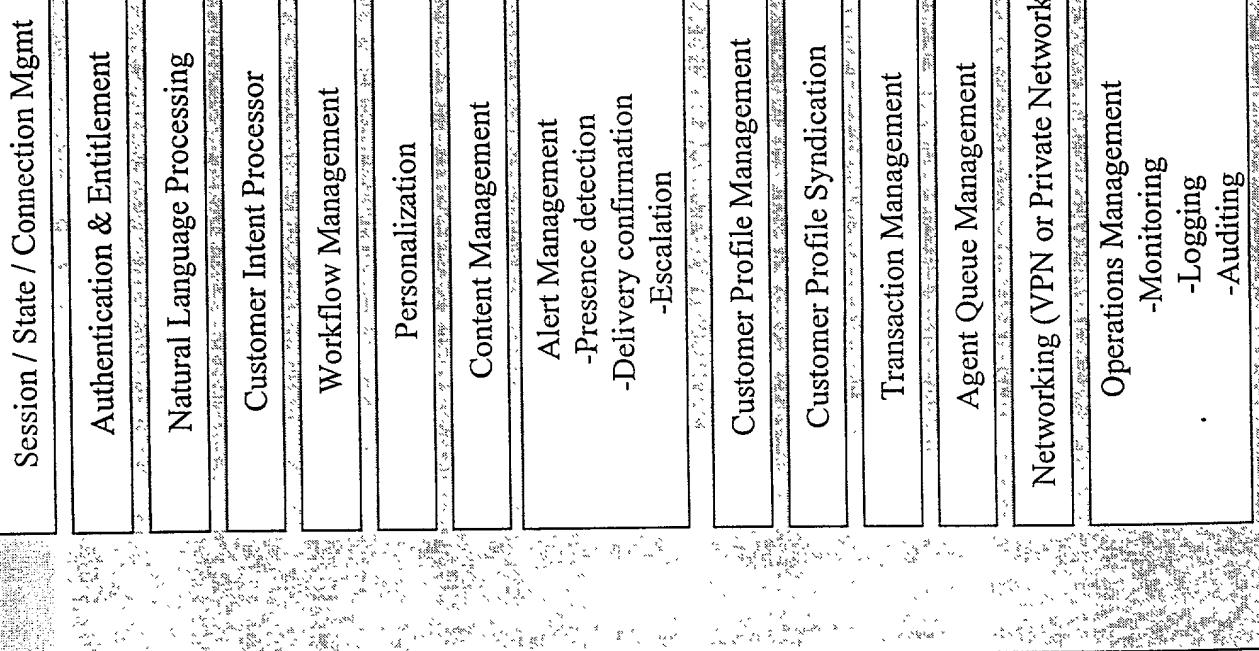
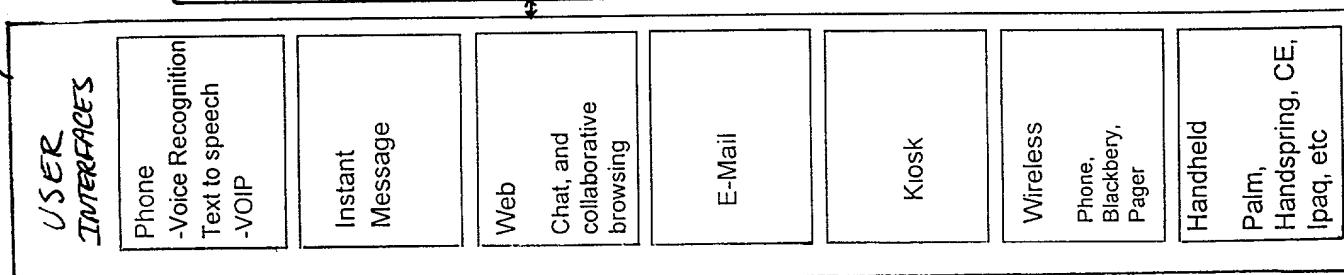
CMAS Application Architecture

FIG. 5B

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Device/Service	Native Authentication	CMAS Secondary Authentication	Cookies	Other
Web Browser	Microsoft Passport	CMAS user ID/Password	Yes	None
WAP Phone	Varies	CMAS user ID/Password	Simulated	Security as provided by the Service provider
Cell Phone	Varies	CMAS user ID/Password	None	Security as provided by the Service provider
Instant Messenger	All require a userID/Password	CMAS user ID/Password	None	None
Windows CE hand held	Microsoft Passport	CMAS user ID/Password	Simulated	Security as provided by the Service provider
Cell Phone Based Pager	Varies	CMAS user ID/Password	None	Security as provided by the Service provider
Palm Hand held	Microsoft Passport	CMAS user ID/Password	Simulated	Security as provided by the Service provider
Two-Way Pagers	Varies	CMAS user ID/Password	None	Security as provided by the Service provider
Mobile Phone Voice Mail	Outbound from initial configuration	None	None	Security as provided by the Service provider
Interactive Pager	Outbound from initial configuration	None	None	Security as provided by the Service provider
Short Message Services	Outbound from initial configuration	None	None	Security as provided by the Service provider
Alpha/Numeric Pager	Outbound from initial configuration	None	None	Security as provided by the Service provider
Business Phone	Outbound from initial configuration	None	None	Security as provided by the Service provider
Business Voice Mail	Outbound from initial configuration	None	None	Security as provided by the Service provider
Home Number	Outbound from initial configuration	None	None	Security as provided by the Service provider
Alternative Business Contact	Outbound from initial configuration	None	None	Security as provided by the Service provider

FIG. 5C

Service	Device	Presence Detection	Delivery Confirmation	Guaranteed Delivery	Receipt Acknowledge	
					Native	Manual
AOL	Any Device that has AOL Instant Messenger	✓	-	-	-	✓
Yahoo!	Any Device that has Yahoo Instant Messenger	✓	-	-	-	✓
Microsoft	Any Device that has MSN Instant Messenger	✓	-	-	-	✓
Pager	Interactive Pager	-	Varies	Some	Some	-
	Alpha/Numeric Pager	-	Varies	Some	-	✓
	Cell Phone Based Pager	-	Varies	Some	-	-
	Two-Way Pagers		Varies	Some	✓	-
Wireless enabled PDA	PDA	-	✓	Some	Some	✓
	Windows CE	-	✓	Some	Some	✓
Voice Mail	Mobile Phone Voice Mail	-	-	✓	-	-
	Business Voice Mail	-	-	✓	-	-
Voice Call	Business Phone	-	-	✓	-	✓
	Home Number	-	-	✓	-	✓
	Alternative Business Contact	-	-	✓	-	✓
	Mobile Phone	-	-	✓	-	✓
SMS	SMS Capable Device	-	Varies	✓	-	✓
WAP	WAP Micro-browser capable device	✓	✓	-	✓	-
	WAP Phone	-	✓	-	✓	-
Email	Email Client	-	✓	-	✓	✓

FIG. 5D

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Device	SMS 162	Email 164	IVR 166	Voice Mail 168	Instant Messenger 170
Web Phone	✓	✓	✓	✓	✓
Mobile Phone (without internet access)	✓	✓	✓	✓	✓
Touch Tone Phone			✓	✓	
Pulse Dial Phone				✓	
Personal Computer / Desktop		✓			✓
Windows CE Device		✓			✓
Interactive Pager		✓			
Palm OS Handheld		✓			✓

FIG. 5E

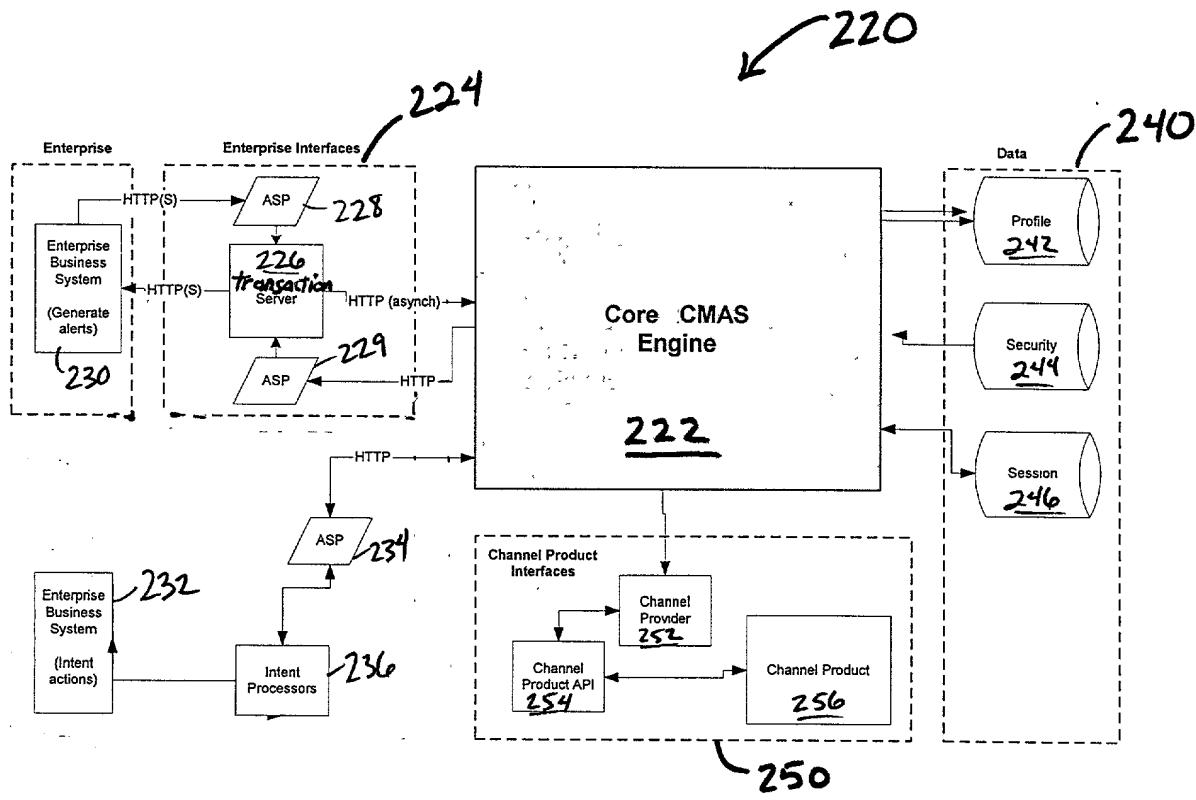


FIG. 6B

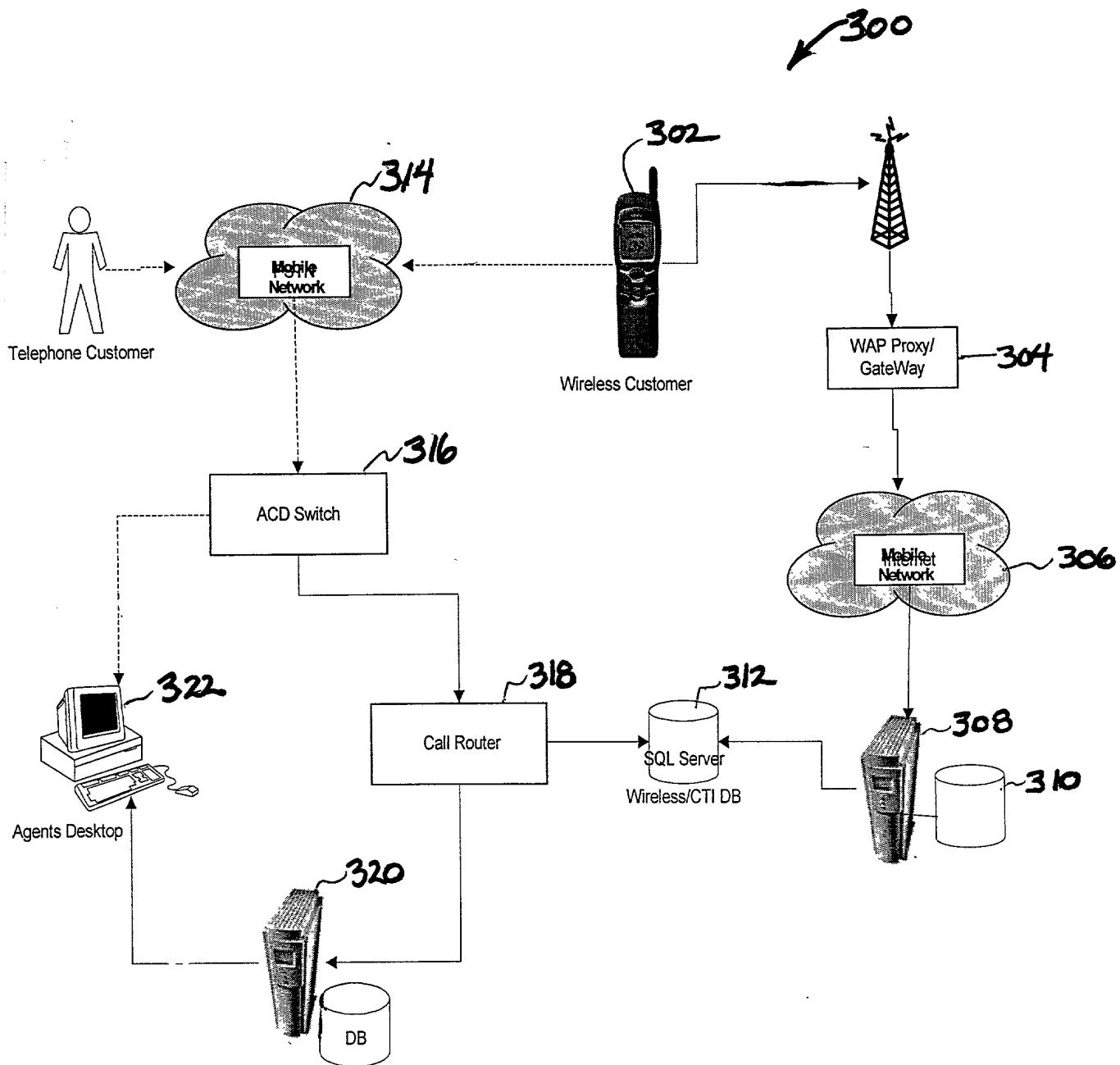


FIG. 7